

## **DUTY STATEMENT DEPARTMENT OF STATE HOSPITALS**

### **Department of State Hospitals - Patton**

**JOB CLASSIFICATION: SSA/AGPA  
(Events / Volunteer Services Coordinator)**

#### **1. MAJOR TASKS, DUTIES, AND RESPONSIBILITIES**

The SSA/ AGPA shall perform a wide variety of complex technical and analytical staff services assignments such as volunteer and/or internship program evaluation and planning; policy analysis and formulation; system development; budgeting, planning management, personnel analysis, and continually provide consultative services to management and hospital administration.

The SSA/ AGPA, under the direction of the External Affairs Manager, is responsible for coordinating hospital tours, on-site promotional activities hosted by external vendors, and monitors, provides oversight, and reports on donations to the Patients' Benefit Fund (PBF). Additionally, the AGPA works in conjunction with staff improvement committees to coordinate hospital-wide events for patients and staff.

**25%**      Hospital Liaison with public entities:

- **Coordination, planning and organization of all DSH-Patton tours for governmental agencies, universities, and students.** Work in conjunction with Hospital Police and California Department of Corrections and Rehabilitation to ensure that all visitors who tour DSH-Patton have the appropriate background check clearances, pursuant to hospital policies and DSH policy directives, as well as continued compliance pursuant to the hospital's Subsequent Arrest Program.
- Work in conjunction with Program Management and or Enhancement Services to provide timely notice of visitors who will tour their respected areas.
- Maintain appropriate documentation related to tours which consists of participant information, type of disciplines, consents related to patient confidentiality, schedules and special accommodations to meet the needs of the visitors.

**25%**      Coordination of Events and Donations/Fundraising:

- Review and assess the needs for patient benefit fund programs and coordinate all hospital fundraising activities.
- **Coordinate logistics of events as requested.**
- **Prepare flyers for events and fundraising upon request.**
- Provide consultative services to the management and others in the resolution of patient benefit and fundraising functions.

## **DUTY STATEMENT – Events/ Volunteer Services Coordinator**

Page 2 of 5

- Review and monitor policy compliance in relation to donations and fundraising activities within the facility.
- **Solicit for donations and contributions from the community.**
- Coordinate the dispensing of donated goods to patients and service areas.
- Provides recommendations to the External Affairs Manager to be presented to Quality Council and Administration on an annual basis, based on surveys and an analysis of donated items related to hospital needs.
- Other duties as required.

25%

### **Volunteer Coordination**

- Explain procedures and hospital policies regarding workers' compensation benefits for injuries to volunteers (including interns), pursuant to Cal HR guidelines and policy memorandums; updating as needed.
- Coordinates services, completes injury reports, for injured volunteers through hospital's HR Benefits Unit.
- Serve as a liaison between school, student (volunteer) and department head. Will work with all three to ensure that the volunteer assignment aligns with the desired path of the volunteer.
- Orient and inform all volunteers of relative policies (dress code, policies governing cell-phones with recording capabilities, disclosure of personal information to patients).
- Maintain a data base of all volunteers processed.

15%

### **Committees and Budgeting:**

- Participate in various committees to recommend policies, serve as a liaison on policy matters with hospital staff and outside agencies, develop programs, and coordinate services that benefit the patients and staff of DSH-Patton.
- Analyze Patient Benefit Fund's financial reports and verifies deposits received monthly are accounted for and deposited in the correct fund. Notifies the Trust Officer of any discrepancies in deposits of donated funds and certifies corrections have been made.
- Reports annually to the Hospital Administrator on all donations to PBF and provides statistical data on the type, frequency and amounts of all donations made through this department.
- Participate as an active member of the Patton Community Club.
- Coordinate with accounting and trust officer to determine appropriate allocation of funds and provide statistical records of monies collected to ensure no misappropriations of funds.
- Requests funding from the General Fund and Patient Benefit Fund to provide special events for the patients.

## **DUTY STATEMENT – Events/ Volunteer Services Coordinator**

Page 3 of 5

- Responsible for analyzing fund balances monthly to ensure funding is not over spent and expenditures are made in accordance with hospital policies.
- Notifies management of any deficiency or issues that arise and propose recommendation to solve problems.

**10%**

### **Analytical Reports and Policy Implementation**

- Prepares narrative and statistical reports evaluating hospital needs, program budgets and services related to volunteer programs and special events (i.e. patient holidays, staff appreciation events, AA/NA programs, etc.)
- Periodically evaluates and reports on the hospital-wide events.
- Formulate and evaluate operational procedures and policies surrounding vendors, volunteers, tours and events.
- Develop policies and programs in support of volunteer/ internship programs.
- Prepare statistical reports and spreadsheets using Microsoft Excel program.

## **2. SUPERVISION RECEIVED**

The SSA/ AGPA is under the direct supervision of the External Affairs Manager. May lead and direct other assigned staff, including clerical or accommodation employees.

## **3. KNOWLEDGE AND ABILITIES**

**KNOWLEDGE OF:** Principles, practices, and trends of public and business administration, management and supportive staff services such as budgeting, personnel, and management analysis; and government functions and organization.

**ABILITY TO:** Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems, develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing, consult with and advise administrators or other interested parties on a wide variety of subject areas; act as a team or conference leader; plan, organize and direct hospital-wide programs; interpret the hospital program to the community and interpret to the hospital the resources available in the community; establish and maintain cooperative interrelationships with individuals and groups contacted in the course of the work; arouse and sustain the interest of others in work with hospital patients and evaluate the needs of the hospital in order to communicate them to administration; analyze situations accurately and take effective action; and speak and write effectively.

## **SPECIAL PERSONAL CHARACTERISTICS:**

Revised 11/22/21

## **DUTY STATEMENT – Events/ Volunteer Services Coordinator**

Page 4 of 5

Sympathetic and objective understanding of the problems of hospitalized persons; tact; patience; emotional stability; pleasing personality and neat personal appearance.

### **5. REQUIRED COMPETENCIES**

#### **INFECTION CONTROL**

Applies knowledge of correct methods for controlling the spread of pathogens appropriate to job class and assignment.

#### **SAFETY**

Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safety or security hazards.

#### **CULTURAL AWARENESS**

Demonstrates awareness to multicultural issues in the workplace that enable the employee to work effectively.

#### **SITE SPECIFIC COMPETENCIES**

Prepare written reports and maintain confidentiality.

Proficiency and ability to work with a variety of computer software (e.g. Word, Excel, and e-mail) and Office Equipment (copier, fax, computer, and telephone).

#### **TECHNICAL PROFICIENCY (SITE SPECIFIC)**

Ability to work with variety of computer software (e.g. Word, Excel, and e-mail) and Office Equipment (copier, fax, computer, and telephone).

### **6. LICENSE OR CERTIFICATION – N/A**

### **7. TRAINING**

The employee is required to keep current with the completion of all required training.

### **8. WORKING CONDITIONS**

The employee is required to work any shift and schedule in a variety of settings and security areas throughout the hospital and may be required to work overtime and float to other work locations as determined by the operational needs of the hospital. All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and are able to safely perform their essential job functions.

- Report to work on time and follow procedures for reporting absences
- Maintain a professional appearance
- Appropriately maintain cooperative, professional, and effective interactions with employees, individuals served, and the public.
- Comply with hospital policies and procedures

**DUTY STATEMENT – Events/ Volunteer Services Coordinator**  
**Page 5 of 5**

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Reviewing Supervisor Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date